

Daimler Trucks North America LLC

ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager

Freightliner Dealers – U.S. and Canada
 Western Star and Sterling Dealers – U.S. and Canada
 FCCC Dealers – U.S. and Canada
 Thomas Built Buses Dealers – U.S. and Canada
 Direct Warranty Customers – U.S. and Canada
 Detroit Diesel Distributors
 Export Distributors

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090 800-547-0712
 Portland, Oregon 97208-4090

If you have questions
 about this Letter, please
 submit your inquiry on the
 Web using the **WSC Link**
 on **DTNAConnect**

REF #: ICI021-030

Effective: 08/13/21

Release: 10/18/21

SUBJECT: SF626 – Western Star Window Replacement Inspection Notification

This letter is to inform you that Field Service Campaign SF626 – **Western Star Window Replacement Inspection Notification campaign was released.**

This recall is for **Customer Notification Only**, to advise them of the potential for water seepage occurring through incorrectly performed, post production, windshield installations. The inspection should be performed around the interior of the windshield seal for signs of discoloration. Any indications of mold, mildew, or rust is consistent with signs of a leaking windshield. Water infiltration may cause progressive damage leading to electrical shortages, which in rare cases may result in a thermal event up to melting or other specific issues. Please see attached Owner Notice for more information.

There is no action for DTNA dealers to take specific to this recall. This ICI letter is just for your information should the dealership get any questions on this recall.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC Link on DTNAConnect.

The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, the Warranty Manual, and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.

IMPORTANT CAMPAIGN INFORMATION

Daimler Trucks North America LLC

Daimler Trucks North America LLC
P.O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone

August 2021

SF626A

Subject: Western Star Window Replacement Inspection Notification

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF626A to communicate information on specific model year 2006 – 2021 Western Star 4700, 4800, 4900, 5700 and 6900 vehicles manufactured January 1, 2006, through December 31, 2020.

This Field Service Campaign is for **Customer Notification Only**, to advise of the potential for water seepage occurring through incorrectly performed, post-production windshield installations. There is no action for DTNA dealers to take specific to this Field Service Campaign.

Our records indicate that you are the owner of certain affected vehicle(s); therefore, DTNA has decided to share the following information with you. All Western Star vehicles equipped with certain roped-in windshield seals, where the windshield was replaced outside of a DTNA field action, should be inspected. The inspection should be performed around the interior of the windshield seal for signs of discoloration. Any indications of mold, mildew, or rust is consistent with signs of a leaking windshield. Water infiltration may cause progressive damage leading to electrical shortages, which in rare cases may result in a thermal event.

The responsibility to complete this inspection lies with the vehicle owner. Any necessary repairs or replacements are at the owner's expense. Failure to install a windshield or its seal, as to provide the proper protection against leaks, indicates that the repairer performed improper maintenance.

As stated in the terms of your express limited warranty, Daimler Trucks North America LLC will not pay for any damage caused by failure to properly maintain your vehicle. Daimler Trucks North America LLC considers the work necessary under this campaign to be proper maintenance and will, therefore, not pay for any damage to your vehicle caused by your failure to have the repairs that are the subject of this campaign performed in a reasonable time.

Contact the Warranty Campaigns Department at (800) 547-0712, from 7 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com, or the Customer Assistance Center at (800) 385-4357, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure